



GE HealthCare

While you support them, we're supporting you

Centricity™ Perinatal Customer Care and Software Support Program



There's support behind the software...

Your busy care team works tirelessly to ensure exceptional care for moms and babies, relying on equipment and software to give them the information they need. Centricity Perinatal software from GE HealthCare helps you manage meaningful information all in one place. And we offer an array of valuable services to ensure you're making the most of it.

From technical support to workflow optimization to remote refresher training, our Software Support Agreement delivers assurance that you're not alone. We'll assist you in finding the best ways to use our technology to improve your care. You focus on your patients; we'll focus on the rest.



Support comes in many forms

With our Software Support Agreement customer care program, we provide customized support and insights tools for you to choose from:

Technical and clinical support

- Enjoy free and unlimited technical support via phone or web; we are available in even the most critical moments, such as a workstation shut down.
- Tap into additional clinical workflow and configuration support on weekdays.
- Receive free software version upgrades.
- Remain up-to-date automatically as you benefit from clinical enhancements,* security features, and more.

System recovery

- In the rare event of a system loss, this service will rebuild your server, recover your system, and restore it back to its settings before failure.**

Proactive system checks

- Leverage remote access to allow our technicians to check your system and ensure that it is performing as expected.

*Depends on current version and clinical enhancement.

**Requires a fully operational server prior to system loss.

...and our support doesn't stop.

After a technical and clinical review from a specialist, we will work with you to determine which level is best-suited to your staff's needs. All support begins with the Catalyst level, but you can choose to apply additional resources as necessary.

Centricity Perinatal Catalyst for Success Program

As roles inevitably change, the Catalyst for Success program can assist system managers and IT personnel with one-on-one consulting to understand the technical and clinical aspects of the Centricity Perinatal system and optimize system performance to support transitions.***

Current state overview

The Centricity Perinatal catalyst program starts with an initial meeting to discuss current status.

Often, we will perform a technical assessment and then work with you to determine which level of support and collaboration is best suited to your staff's needs. All support begins with this level, but you can choose to apply additional resources as necessary.

On-site collaboration

The Centricity Perinatal team can provide additional complimentary on-site consulting to focus on recommendations to optimize your system that may include educational opportunities and additional integration options.

Continuum of care

This is a comprehensive analysis of business objectives and clinical goals that can include a broader perspective of Maternal and Infant Care, if desired.



Three new levels of education and support to address your clinical and technical needs.

Centricity Perinatal e-Academy

Centricity Perinatal e-Academy is available on-demand to educate end users with training resources, manuals, and a robust library of interactive courses hosted on the GE HealthCare Healthcare Learning System platform.****

Simulated software courses

Centricity Perinatal e-Academy utilizes a training model that teaches and quizzes your staff.

- Show me— Displays video demonstration of topic
- Guide me— Guides users through a Centricity Perinatal simulation
- Assess me— Checks key points throughout and confirms understanding with final quiz
- Management Reporting— Provides reports to help demonstrate staff competency and begins with this level, but you can choose to apply additional resources as necessary.

Video overviews

Within the Centricity Perinatal e-Academy, your staff can access three different types of educational videos.

- Nursing specific— *L&D, PP, Nsy, NICU*
- Provider specific— *OB, Peds*
- IT/System Managers

Training manuals

The Centricity Perinatal e-Academy also provides access to training manuals and guides.

- End User Training Manuals
- System Manager Manuals
- End User Quick Reference Guides



Unlock your potential now

Contact your GE HealthCare sales representative today, or contact technical support for more information at 800-433-2009.



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